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[CLICK ON HERE FOR THE DIRECTOR OF MENTAL HEALTH'S REPORT DATED  
OCTOBER 9, 2015](#)

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NOVEMBER 20, 2015](#)

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DECEMBER 21, 2015](#)

[CLICK ON HERE FOR THE DIRECTOR OF MENTAL HEALTH'S REPORT DATED  
JANUARY, 29, 2016](#)

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FEBRUARY 12, 2016](#)

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MARCH 10, 2016](#)

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MAY 17, 2016](#)

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JUNE 15, 2016](#)

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JULY 29, 2016](#)

[CLICK ON HERE FOR THE DIRECTOR OF MENTAL HEALTH'S REPORT DATE  
OCTOBER 25, 2016](#)

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LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



MARVIN J. SOUTHARD, D.S.W.  
Director

ROBIN KAY, Ph.D.  
Chief Deputy Director

RODERICK SHANER, M.D.  
Medical Director

October 9, 2015

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.  
Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). The motion directed the Interim Chief Executive Officer and the Directors of the Department of Mental Health (DMH) and Department of Health Services (DHS) to collect standardized data across the County psychiatric urgent care centers on a monthly basis. The motion also directed the CEO to report back to the Board of Supervisors with the proposed report format for review and approval. On July 15, 2015, DMH provided the first response to the motion, detailing the information to be provided in monthly reports. This memorandum will provide you with information regarding the following four current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Two of the UCCs (Exodus Eastside UCC and Exodus Foundation MLK UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The DMH-DHS Olive View UCC expanded its hours to 24 hours per day, 7 days per week following LPS designation on September 18, 2015. The program was fully implemented on September 21, 2015.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of August 2015. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 2,938 unique individuals were served by UCCs in the month of August. Some individuals received more than one visit; total visits to UCCs for that month was 3,320. Information for each UCC is as follows:

<b>August 2015 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	441	615
Exodus Eastside UCC	1,331	1,447
Exodus MLK UCC	969	1,050
Telecare MHUCC	197	208
<b>Total</b>	<b>2,938</b>	<b>3,320</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service, which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During August 2015, average time spent in UCCs for the two programs providing crisis stabilization was:

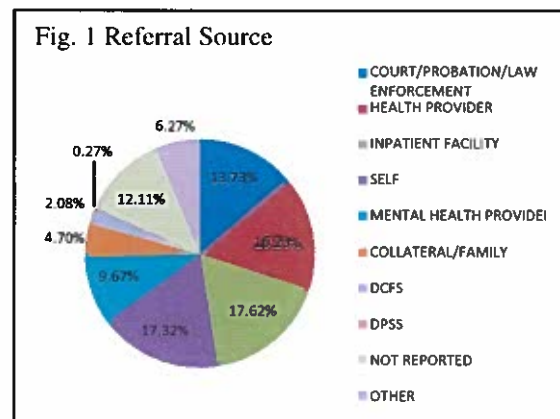
- Exodus Eastside UCC: 9.82 hours
- Exodus Foundation MLK UCC: 10.14 hours

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During August, the

Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a result of this pilot and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 456
- Health Provider: 539
- Inpatient Facility: 585 (hospital transfers)
- Self: 575
- Mental Health Provider: 321
- Collateral/Family: 156
- DCFS: 69
- DPSS: 9
- Not Reported/Other: 610



## **POPULATION SERVED**

### **Age, Gender, Racial/Ethnic Composition**

Of the total unique individuals served, the gender breakdown was as follows:

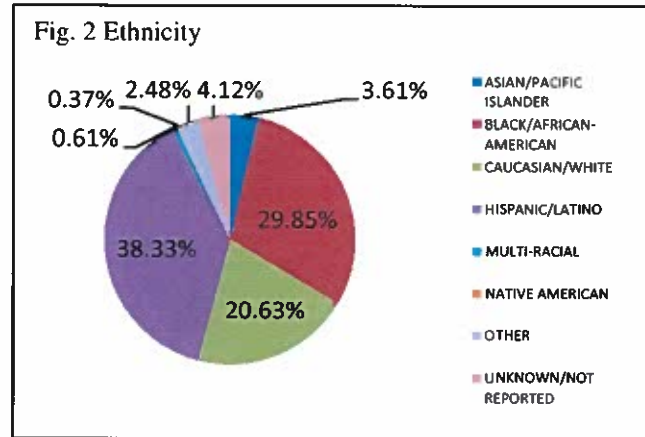
- 1,584 were male.
- 1,353 were female.
- 1 was transgender.

The age breakdown of the unique individuals served was as follows:

- 2,086 of the individuals served were between the ages of 26 and 59.
- 548 individuals served were between the ages of 18 and 25.
- 150 individuals served were between the ages of 13 and 17.
- 120 individuals served were aged 60 and over.
- 34 individuals served were identified in an "Other" age category.

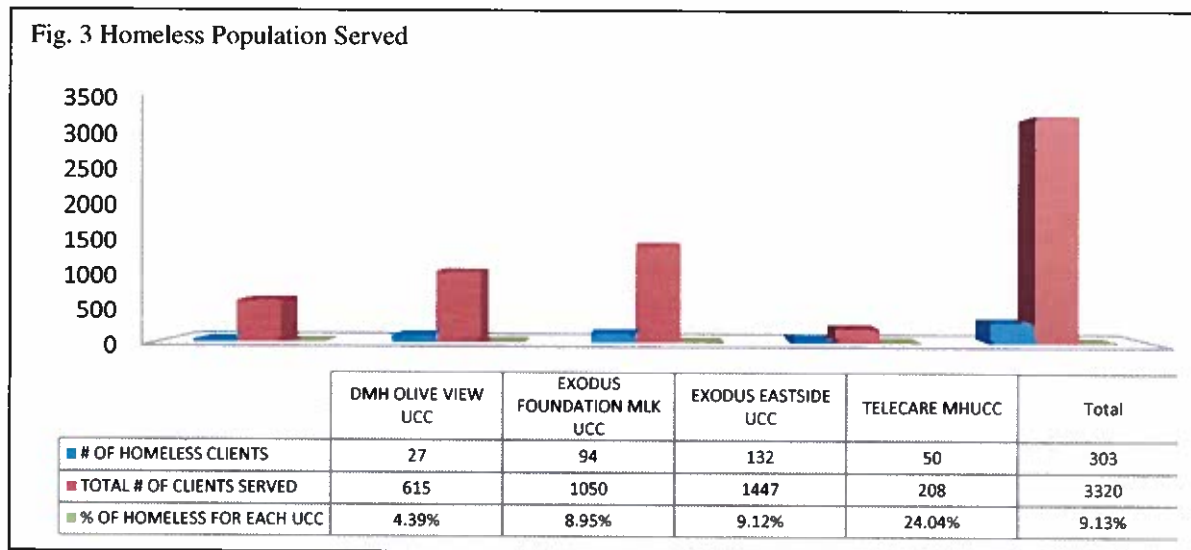
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,126
- Black/African-American: 877
- Caucasian/White: 606
- Asian/Pacific Islander: 106
- Native American: 11
- Multi-Racial: 18
- Other: 73
- Unknown/Not Reported: 121



### Homeless Status

303 (9.13%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



### Legal Status

- 919 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 2,158 individuals presented with medical insurance coverage.
  - ♦ 2,019 (68.72%) had Medi-Cal only
  - ♦ 3 (0.10%) had Medi-Cal, Medicare, and Private insurance
  - ♦ 8 (0.27%) had Medi-Cal and Private insurance
  - ♦ 70 (2.38%) were Medi-Cal/Medicare
  - ♦ 16 (0.55%) had Medicare only
  - ♦ 42 (1.43%) had Private insurance only
- 780 (26.55%) individuals were indigent.

### OUTCOMES

Overall, the UCCs have demonstrated notable success in preventing admissions to higher levels of care. In August the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 147; 4.43% of all visits resulted in emergency room or hospital admission within 30 days of a UCC visit.

- DMH Olive View UCC: 0
- Exodus Eastside UCC: 88
- Exodus Foundation MLK UCC: 57
- Telecare MHUCC: 2

Further, clients seen in UCCs appear to be receiving services that help resolve the presenting crisis. In August the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 253; approximately 7.62% of clients seen required a subsequent UCC visit within 30 days.

- DMH Olive View UCC: 0
- Exodus Eastside UCC: 125
- Exodus Foundation MLK UCC: 102
- Telecare MHUCC: 26

## **IN PROGRESS**

- The Westside UCC, which closed when its lease expired last year, will reopen in December 2015. Data from the Westside UCC will be added once the program is fully operational in its new location.

## **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

PROVIDER	ANNUAL BUDGET
DMH Olive View UCC	\$10,030,887.00
Exodus Eastside UCC	\$7,434,421.00
Exodus Foundation MLK UCC	\$6,733,087.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$26,052,174.00</b>

If you have questions or your staff would like further information regarding this report, please feel free to contact Robin Kay, Ph.D., Chief Deputy Director, at (213) 738-4108 or [rkay@dmh.lacounty.gov](mailto:rkay@dmh.lacounty.gov).

MJS:RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



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ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

November 20, 2015

TO: Each Supervisor  
FROM: *Robin Kay Ph.D.*  
Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). The motion directed the Chief Executive Officer and the Directors of the Department of Mental Health (DMH) and Department of Health Services (DHS) to collect standardized data across the County psychiatric urgent care centers on a monthly basis. The motion also directed the CEO to report back to the Board of Supervisors with the proposed report format for review and approval. On July 15, 2015, DMH provided the first response to the motion, detailing the information to be provided in monthly reports. This memorandum will provide you with information regarding the following four current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Two of the UCCs (Exodus Eastside UCC and Exodus Foundation MLK UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The DMH-DHS Olive View UCC has expanded its hours to 24 hours per day, 7 days per week and was LPS designated on September 18, 2015. The program was fully implemented on September 21, 2015.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of September 2015. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 2,803 unique individuals were served by UCCs in the month of September. Some individuals received more than one visit; total visits to UCCs for that month was 3,181. Information for each UCC is as follows:

<b>September 2015 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	401	585
Exodus Eastside UCC	1,271	1,390
Exodus MLK UCC	943	1,005
Telecare MHUCC	188	201
<b>Total</b>	<b>2,803</b>	<b>3,181</b>

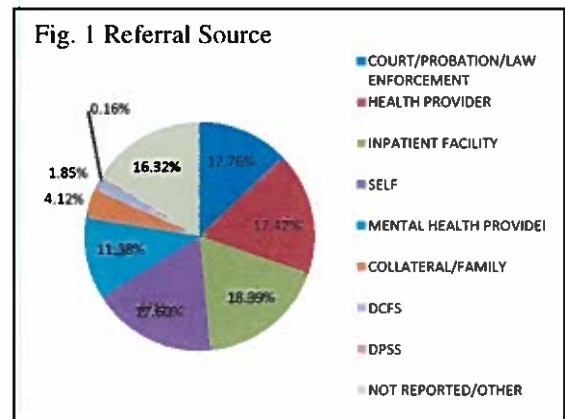
Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During September 2015, average time spent in UCCs for the two programs providing crisis stabilization was:

- Exodus Eastside UCC: 9.82 hours
- Exodus Foundation MLK UCC: 10.15 hours

### Referrals Into UCCs

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During September, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 406
- Health Provider: 554
- Inpatient Facility: 585 (hospital transfers)
- Self: 560
- Mental Health Provider: 362
- Collateral/Family: 131
- DCFS: 59
- DPSS: 5
- Not Reported/Other: 519



### POPULATION SERVED

#### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

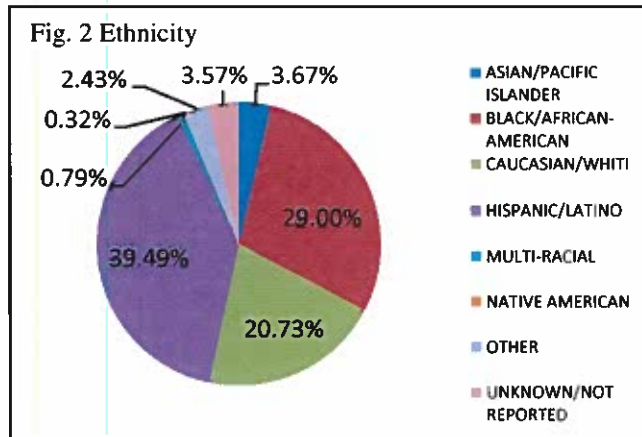
- 1,532 were male.
- 1,271 were female.

The age breakdown of the unique individuals served was as follows:

- 1,966 of the individuals served were between the ages of 26 and 59.
- 505 individuals served were between the ages of 18 and 25.
- 181 individuals served were between the ages of 13 and 17.
- 121 individuals served were aged 60 and over.
- 30 individuals served were identified in an "Other" age category.

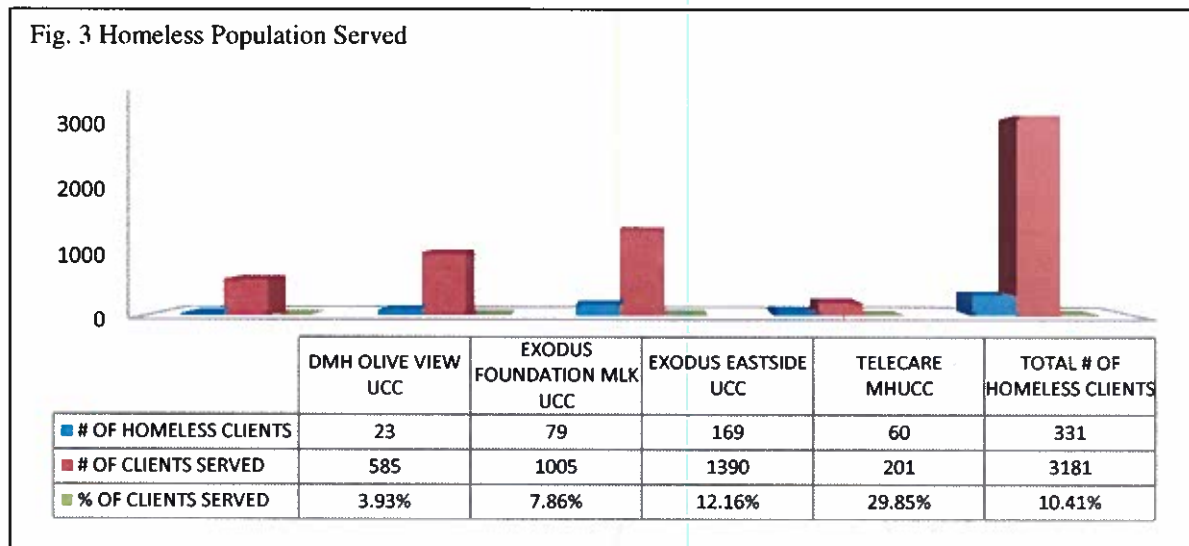
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,107
- Black/African-American: 813
- Caucasian/White: 581
- Asian/Pacific Islander: 103
- Native American: 9
- Multi-Racial: 22
- Other: 68
- Unknown/Not Reported: 100



### Homeless Status

331 (10.41%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



### Legal Status

- 930 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 2,113 individuals presented with medical insurance coverage.
  - 1,952 (69.64%) had Medi-Cal only.
  - 1 (0.04%) had Medi-Cal, Medicare, and Private insurance.
  - 5 (0.18%) had Medi-Cal and Private insurance.
  - 96 (3.42%) were Medi-Cal/Medicare.
  - 13 (0.46%) had Medicare only.
  - 4 (0.14%) had Medicare and Private insurance.
  - 42 (1.50%) had Private insurance only.
- 690 (24.62%) individuals were indigent.

### OUTCOMES

Overall, the UCCs have demonstrated notable success in preventing admissions to higher levels of care. In September the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 233; 7.32% of all visits resulted in emergency room or hospital admission within 30 days of a UCC visit.

- DMH Olive View UCC: data not available\*
- Exodus Eastside UCC: 137
- Exodus Foundation MLK UCC: 86
- Telecare MHUCC: 10

Further, clients seen in UCCs appear to be receiving services that help resolve the presenting crisis. In September the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 324; approximately 10.19% of clients seen required a subsequent UCC visit within 30 days.

- DMH Olive View UCC: data not available\*
- Exodus Eastside UCC: 185
- Exodus Foundation MLK UCC: 106
- Telecare MHUCC: 33

\* Information is unavailable due to fee for service data entry lag.

### **IN PROGRESS**

- The Westside UCC, which closed when its lease expired last year, will reopen in December 2015. Data from the Westside UCC will be added once the program is fully operational in its new location.

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

PROVIDER	ANNUAL BUDGET
DMH Olive View UCC	\$10,030,887.00
Exodus Eastside UCC	\$7,434,421.00
Exodus Foundation MLK UCC	\$6,733,087.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$26,052,174.00</b>

If you have questions or your staff would like further information regarding this report, please feel free to contact Robin Kay, Acting Director, at (213) 738-4108 or [rkay@dmh.lacounty.gov](mailto:rkay@dmh.lacounty.gov).

RK:MM

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



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ROBIN KAY, Ph.D.  
Acting Director

DENNIS MURATA  
Acting Chief Deputy Director

RODERICK SHANER, M.D.  
Medical Director

December 21, 2015

TO: Each Supervisor

FROM: *Robin Kay, Ph.D.*  
Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). The motion directed the Chief Executive Officer and the Directors of the Department of Mental Health (DMH) and Department of Health Services (DHS) to collect standardized data across the County psychiatric urgent care centers on a monthly basis. The motion also directed the CEO to report back to the Board of Supervisors with the proposed report format for review and approval. On July 15, 2015, DMH provided the first response to the motion, detailing the information to be provided in monthly reports. This memorandum will provide you with information regarding the following four current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Three of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of October 2015. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 2,842 unique individuals were served by UCCs in the month of October. Some individuals received more than one visit; total visits to UCCs for that month was 3,190. Information for each UCC is as follows:

<b>October 2015 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	435	623
Exodus Eastside UCC	1,287	1,362
Exodus MLK UCC	945	1,016
Telecare MHUCC	175	189
<b>Total</b>	<b>2,842</b>	<b>3,190</b>

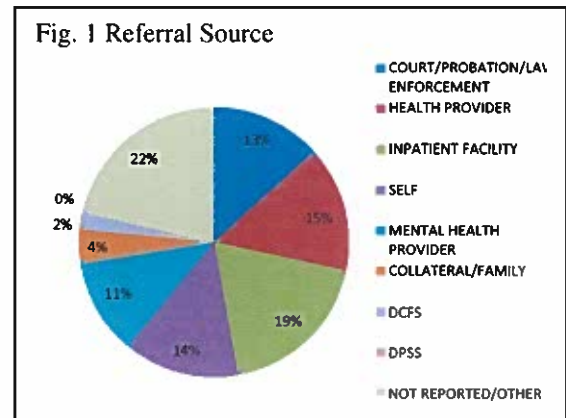
Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During October 2015, average time spent in UCCs for the two programs providing crisis stabilization was:

- Exodus Eastside UCC: 9.03 hours
- Exodus Foundation MLK UCC: 11.73 hours
- Olive View UCC: data currently unavailable due to fee for service data entry lag

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During October, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 421
- Health Provider: 484
- Inpatient Facility: 601 (hospital transfers)
- Self: 442
- Mental Health Provider: 361
- Collateral/Family: 132
- DCFS: 63
- DPSS: 4
- Not Reported/Other: 682



## **POPULATION SERVED**

### **Age, Gender, Racial/Ethnic Composition**

Of the total unique individuals served, the gender breakdown was as follows:

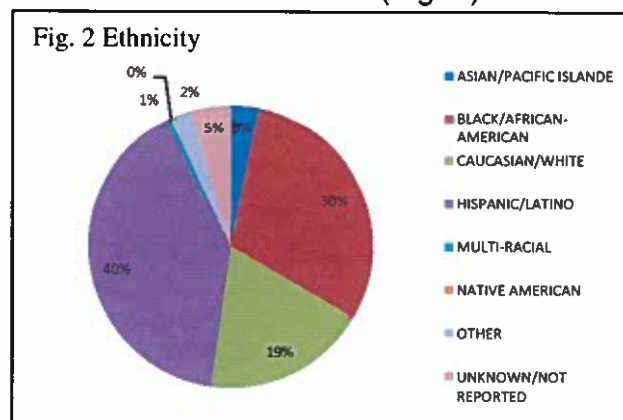
- 1,525 were male.
- 1,317 were female.

The age breakdown of the unique individuals served was as follows:

- 1,913 of the individuals served were between the ages of 26 and 59.
- 534 individuals served were between the ages of 18 and 25.
- 216 individuals served were between the ages of 13 and 17.
- 128 individuals served were aged 60 and over.
- 51 individuals served were identified in an "Other" age category.

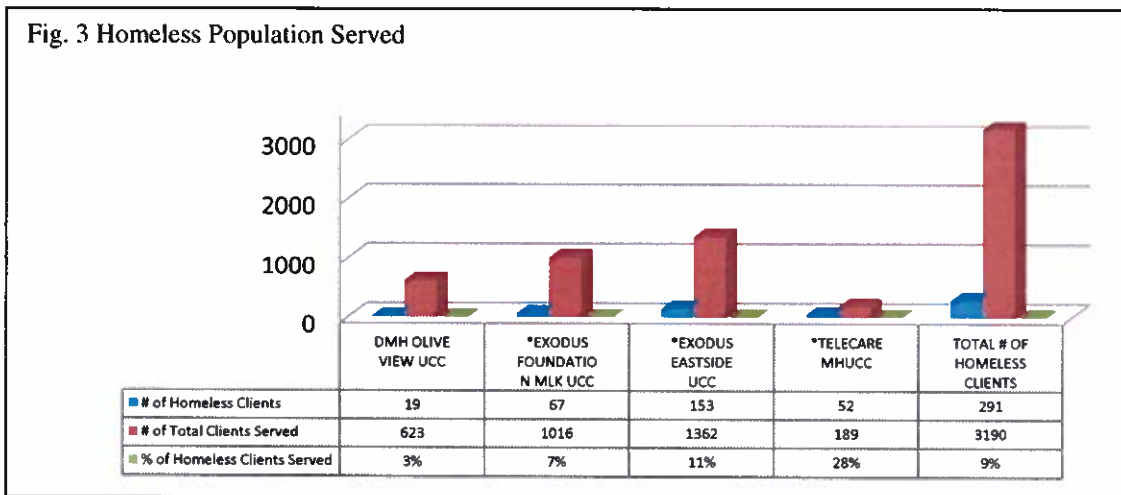
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,140
- Black/African-American: 862
- Caucasian/White: 534
- Asian/Pacific Islander: 89
- Native American: 3
- Multi-Racial: 19
- Other: 67
- Unknown/Not Reported: 128



### Homeless Status

291 (9%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3 below):



### Legal Status

- 919 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 2,106 individuals presented with medical insurance coverage.
  - ♦ 1,946 had Medi-Cal only
  - ♦ 3 had Medi-Cal, Medicare, and Private insurance
  - ♦ 4 had Medi-Cal and Private insurance
  - ♦ 105 were Medi-Cal/Medicare
  - ♦ 10 had Medicare only
  - ♦ 2 had Medicare and Private insurance
  - ♦ 36 had Private insurance only
- 736 individuals were indigent.

### OUTCOMES

In October the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 241 (8%).

- DMH Olive View UCC: data not available\*
- Exodus Eastside UCC: 127

- Exodus Foundation MLK UCC: 108
- Telecare MHUCC: 6

In October the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 369 (12%).

- DMH Olive View UCC: data not available\*
- Exodus Eastside UCC: 183
- Exodus Foundation MLK UCC: 155
- Telecare MHUCC: 31

\* Information is unavailable due to fee for service data entry lag

### **IN PROGRESS**

- The Westside UCC, which closed when its lease expired last year, reopened in December 2015. Data from the Westside UCC will be added once the program is fully operational in its new location.

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

PROVIDER	ANNUAL BUDGET
DMH Olive View UCC	\$10,030,887.00
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RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
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ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

January 29, 2016

TO: Each Supervisor  
FROM: *Robin Kay, Ph.D.*  
Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

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- Exodus Eastside UCC
- Exodus Foundation MLK UCC
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## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.
- The Westside UCC reopened on December 7, 2015.

This report provides information regarding services delivered in UCCs during the month of December 2015. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 2,844 unique individuals were served by UCCs in the month of December. Some individuals received more than one visit; total visits to UCCs for that month was 3,211. Information for each UCC is as follows:

<b>December 2015 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	562	745
Exodus Eastside UCC	1,158	1,263
Exodus MLK UCC	826	886
Exodus Westside UCC	130	145
Telecare MHUCC	168	172
<b>Total</b>	<b>2,844</b>	<b>3,211</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During December 2015, average time spent in UCCs for the three providing crisis stabilization was:

- Exodus Eastside UCC: 7.84 hours
- Exodus Foundation MLK UCC: 9.8 hours
- Exodus Westside UCC: 10.64 hours
- Olive View UCC: data currently unavailable due to fee for service data entry lag

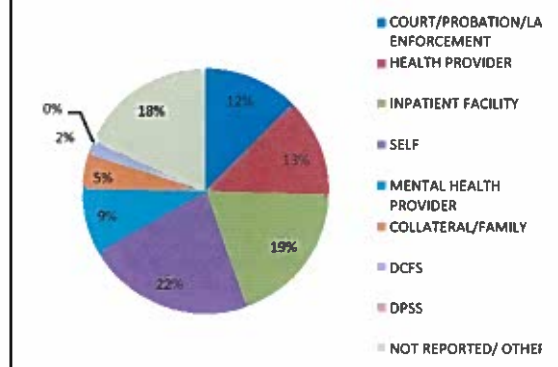
### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During December, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 399
- Health Provider: 414
- Inpatient Facility: 620 (hospital transfers)
- Self: 712
- Mental Health Provider: 272
- Collateral/Family: 145
- DCFS: 57
- DPSS: 3
- Not Reported/Other: 589

Fig. 1 Referral Source



## **POPULATION SERVED**

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

- 1,590 were male.
- 1,254 were female.

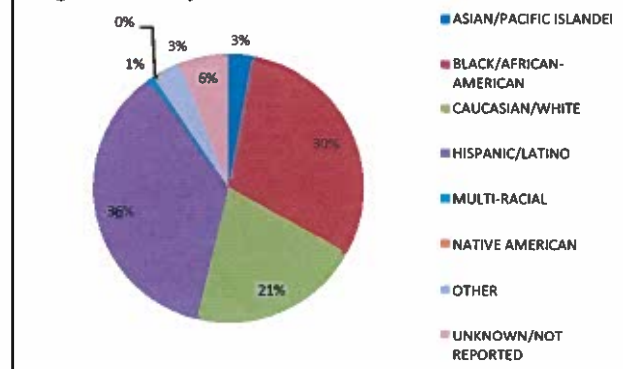
The age breakdown of the unique individuals served was as follows:

- 2,005 of the individuals served were between the ages of 26 and 59.
- 550 individuals served were between the ages of 18 and 25.
- 119 individuals served were between the ages of 13 and 17.
- 128 individuals served were aged 60 and over.
- 42 individuals served were identified in an "Other" age category.

The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

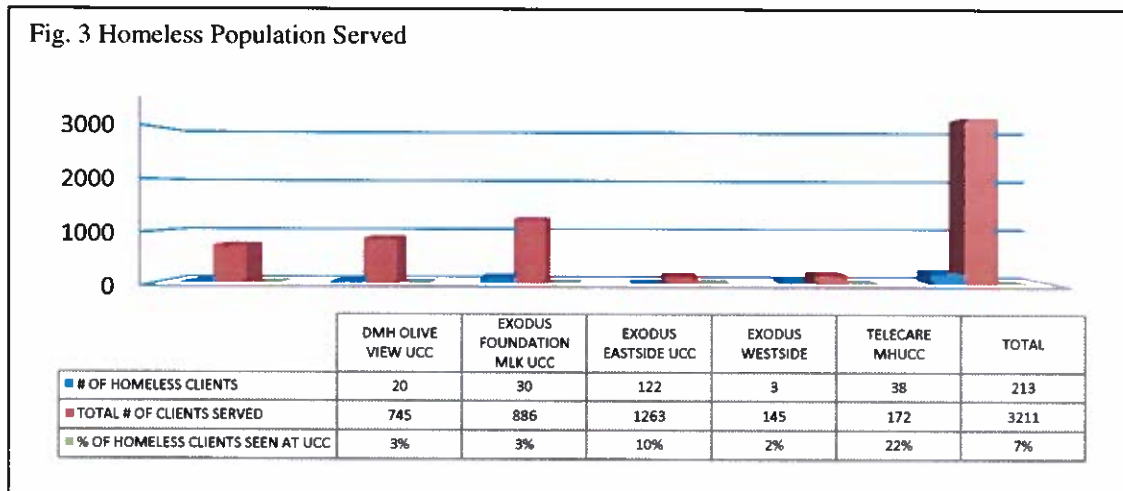
- Hispanic: 1,027
- Black/African-American: 859
- Caucasian/White: 591
- Asian/Pacific Islander: 80
- Native American: 12
- Multi-Racial: 21
- Other: 84
- Unknown/Not Reported: 170

Fig. 2 Ethnicity



### Homeless Status

213 (7%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



### Legal Status

- 935 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 2,101 individuals presented with medical insurance coverage.
  - 1,928 had Medi-Cal only
  - 5 had Medi-Cal, Medicare, and Private insurance
  - 6 had Medi-Cal and Private insurance
  - 105 were Medi-Cal/Medicare
  - 20 had Medicare only
  - 37 had Private insurance only
- 743 individuals were indigent.

### OUTCOMES

In December the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 145 (5%).

- DMH Olive View UCC: 5
- Exodus Eastside UCC: 60
- Exodus Foundation MLK UCC: 56
- Exodus Westside: 21
- Telecare MHUCC: 3

In December the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 343 (11%).

- DMH Olive View UCC: 159
- Exodus Eastside UCC: 105
- Exodus Foundation MLK UCC: 60
- Exodus Westside: 15
- Telecare MHUCC: 4

## **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET*</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or your staff would like further information regarding this report, please feel free to contact Robin Kay, Acting Director, at (213) 738-4108 or [rkay@dmh.lacounty.gov](mailto:rkay@dmh.lacounty.gov).

RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

February 12, 2016

TO: Each Supervisor  
*Robin Kay, Ph.D.*  
FROM: Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, DMH provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of January 2016. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 3,006 unique individuals were served by UCCs in the month of January. Some individuals received more than one visit; total visits to UCCs for that month was 3,356. Information for each UCC is as follows:

**January 2016 Unique Clients Served and Visits to UCCs**

<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	568	767
Exodus Eastside UCC	1,209	1,289
Exodus MLK UCC	767	819
Exodus Westside UCC	312	326
Telecare MHUCC	150	155
<b>Total</b>	<b>3,006</b>	<b>3,356</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During January 2016, average time spent in UCCs for the three providing crisis stabilization was:

- Exodus Eastside UCC: 8.31 hours
- Exodus Foundation MLK UCC: 8.39 hours
- Exodus Westside UCC: 17.01 hours
- Olive View UCC: 18 hours\*

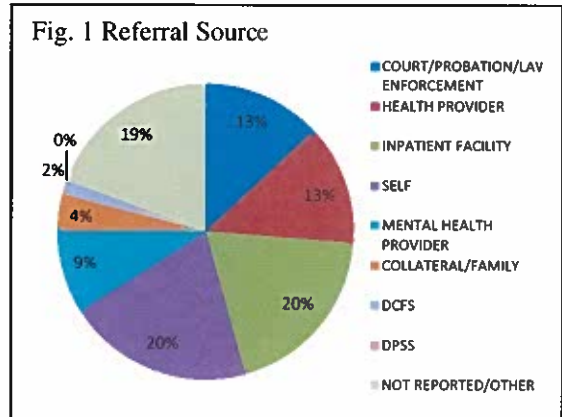
\*Due to fee-for-service data entry lag, data reflects prior month's (December) length of stay.

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During January, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 436
- Health Provider: 442
- Inpatient Facility: 655 (hospital transfers)
- Self: 681
- Mental Health Provider: 305
- Collateral/Family: 134
- DCFS: 50
- DPSS: 2
- Not Reported/Other: 651



## **POPULATION SERVED**

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

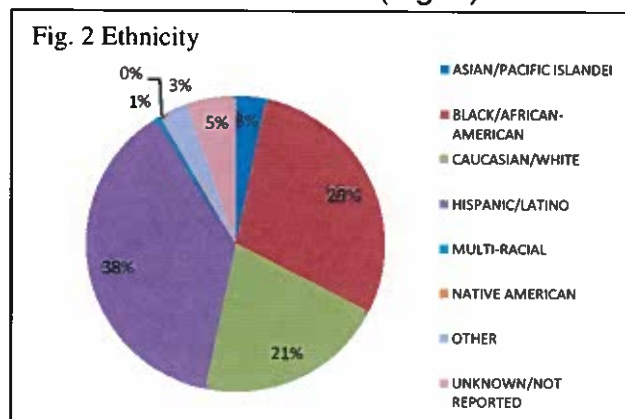
- 1,710 were male.
- 1,296 were female.

The age breakdown of the unique individuals served was as follows:

- 2,101 of the individuals served were between the ages of 26 and 59.
- 586 individuals served were between the ages of 18 and 25.
- 147 individuals served were between the ages of 13 and 17.
- 139 individuals served were aged 60 and over.
- 33 individuals served were identified in an "Other" age category.

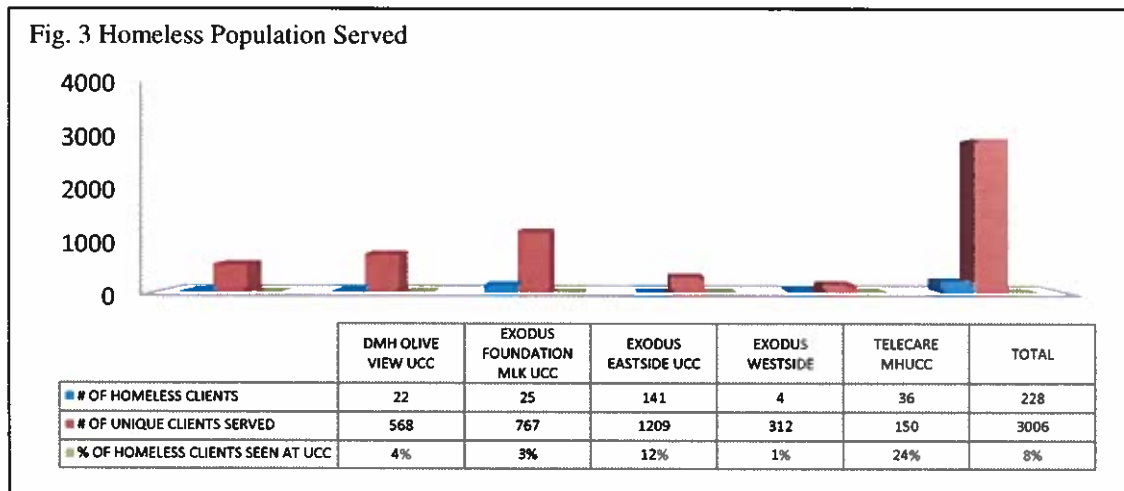
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,131
- Black/African-American: 879
- Caucasian/White: 628
- Asian/Pacific Islander: 95
- Native American: 11
- Multi-Racial: 19
- Other: 82
- Unknown/Not Reported: 161



## Homeless Status

228 (8%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



## Legal Status

- 1,045 of the individuals served were conserved on 5150s.

## Funding Status

Of the total unique individuals served:

- 2,253 individuals presented with medical insurance coverage.
  - ♦ 2,091 had Medi-Cal only
  - ♦ 5 had Medi-Cal and Private insurance
  - ♦ 103 were Medi-Cal/Medicare
  - ♦ 21 had Medicare only
  - ♦ 33 had Private insurance only
- 753 individuals were indigent.

## OUTCOMES

In January the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 203 (6%).

- DMH Olive View UCC: 22
- Exodus Eastside UCC: 63
- Exodus Foundation MLK UCC: 61
- Exodus Westside: 53
- Telecare MHUCC: 4

In January the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 338 (10%).

- DMH Olive View UCC: 187
- Exodus Eastside UCC: 80
- Exodus Foundation MLK UCC: 52
- Exodus Westside: 14
- Telecare MHUCC: 5

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\*\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or your staff would like further information regarding this report, please feel free to contact Robin Kay, Acting Director, at (213) 738-4108 or [rkay@dmh.lacounty.gov](mailto:rkay@dmh.lacounty.gov).

RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

March 10, 2016

TO: Each Supervisor

FROM: Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT  
CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, DMH provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of February 2016. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 2,848 unique individuals were served by UCCs in the month of February. Some individuals received more than one visit; total visits to UCCs for that month was 3,131. Information for each UCC is as follows:

**February 2016 Unique Clients Served and Visits to UCCs**

<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	488	609
Exodus Eastside UCC	1,085	1,168
Exodus MLK UCC	755	810
Exodus Westside UCC	352	372
Telecare MHUCC	168	172
<b>Total</b>	<b>2,848</b>	<b>3,131</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During February 2016, average time spent in UCCs for the four providing crisis stabilization was:

- Exodus Eastside UCC: 8.64 hours
- Exodus Foundation MLK UCC: 7.66 hours
- Exodus Westside UCC: 13.44 hours
- Olive View UCC: 20 hours\*

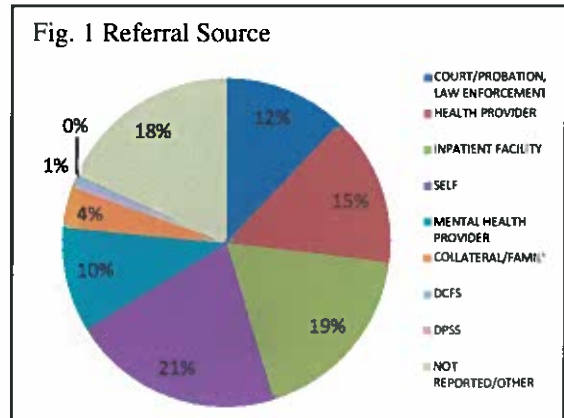
\*due to fee for service data entry lag, data reflects prior month's (January) length of stay

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During February, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 377
- Health Provider: 467
- Inpatient Facility: 575 (hospital transfers)
- Self: 655
- Mental Health Provider: 322
- Collateral/Family: 125
- DCFS: 40
- DPSS: 2
- Not Reported/Other: 568



## **POPULATION SERVED**

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

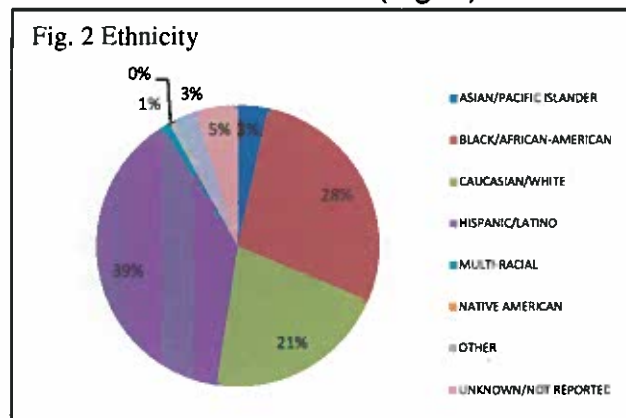
- 1,555 were male.
- 1,293 were female.

The age breakdown of the unique individuals served was as follows:

- 2,023 of the individuals served were between the ages of 26 and 59.
- 513 individuals served were between the ages of 18 and 25.
- 145 individuals served were between the ages of 13 and 17.
- 115 individuals served were aged 60 and over.
- 52 individuals served were identified in an "Other" age category.

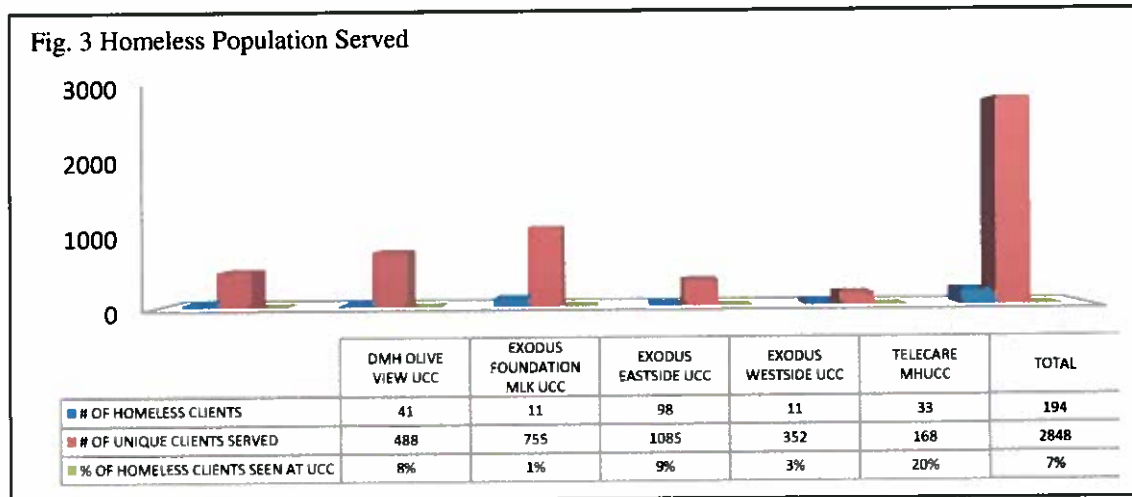
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,102
- Black/African-American: 796
- Caucasian/White: 601
- Asian/Pacific Islander: 96
- Native American: 7
- Multi-Racial: 24
- Other: 85
- Unknown/Not Reported: 137



## Homeless Status

194 (7%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



## Legal Status

- 939 of the individuals served were conserved on 5150s.

## Funding Status

Of the total unique individuals served:

- 2,208 individuals presented with medical insurance coverage.
  - ♦ 2,033 had Medi-Cal only
  - ♦ 2 had Medi-Cal, Medicare, and Private insurance
  - ♦ 11 had Medi-Cal and Private insurance
  - ♦ 104 were Medi-Cal/Medicare
  - ♦ 16 had Medicare only
  - ♦ 1 had Medicare and Private insurance
  - ♦ 41 had Private insurance only
- 640 individuals were indigent.

## OUTCOMES

In February the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 205 (7%).

- DMH Olive View UCC: 40
- Exodus Eastside UCC: 35
- Exodus Foundation MLK UCC: 59
- Exodus Westside: 63
- Telecare MHUCC: 8

In February the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 286 (10%).

- DMH Olive View UCC: 124
- Exodus Eastside UCC: 83
- Exodus Foundation MLK UCC: 55
- Exodus Westside: 20
- Telecare MHUCC: 4

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\*\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

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RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

May 17, 2016

TO: Each Supervisor  
FROM: *Robin Kay, Ph.D.*  
Robin Kay, Ph.D.  
Acting Director  
SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, DMH provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of April 2016. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 3,139 unique individuals were served by UCCs in the month of April. Some individuals received more than one visit; total visits to UCCs for that month was 3,875. Information for each UCC is as follows:

**April 2016 Unique Clients Served and Visits to UCCs**

<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	578	1,148
Exodus Eastside UCC	1,093	1,154
Exodus MLK UCC	868	937
Exodus Westside UCC	424	449
Telecare MHUCC	176	187
<b>Total</b>	<b>3,139</b>	<b>3,875</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During April 2016, average time spent in UCCs for the four providing crisis stabilization was:

- Exodus Eastside UCC: 8.43 hours
- Exodus Foundation MLK UCC: 9.08 hours
- Exodus Westside UCC: 11.54 hours
- Olive View UCC: 12.03 hours\*

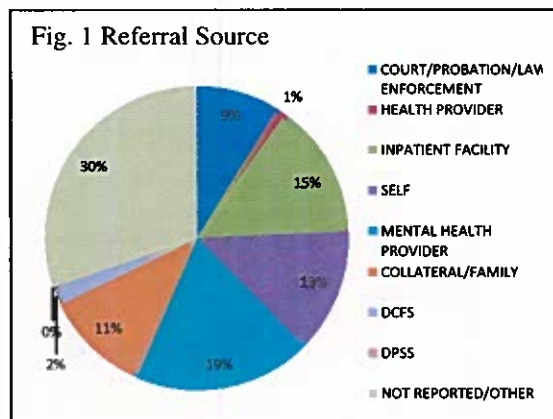
\*due to data entry lag, data reflects prior month's (March) length of stay

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During April, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 346
- Health Provider: 38
- Inpatient Facility: 566 (hospital transfers)
- Self: 515
- Mental Health Provider: 740
- Collateral/Family: 436
- DCFS: 55
- DPSS: 3
- Not Reported/Other: 1176



## **POPULATION SERVED**

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

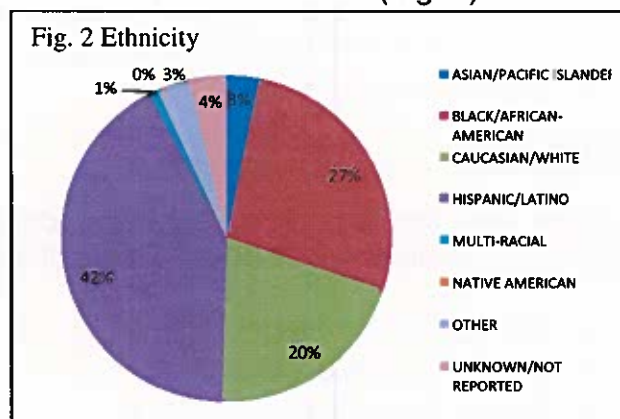
- 1,715 were male.
- 1,424 were female.

The age breakdown of the unique individuals served was as follows:

- 2,129 of the individuals served were between the ages of 26 and 59.
- 622 individuals served were between the ages of 18 and 25.
- 205 individuals served were between the ages of 13 and 17.
- 126 individuals served were aged 60 and over.
- 57 individuals served were identified in an "Other" age category.

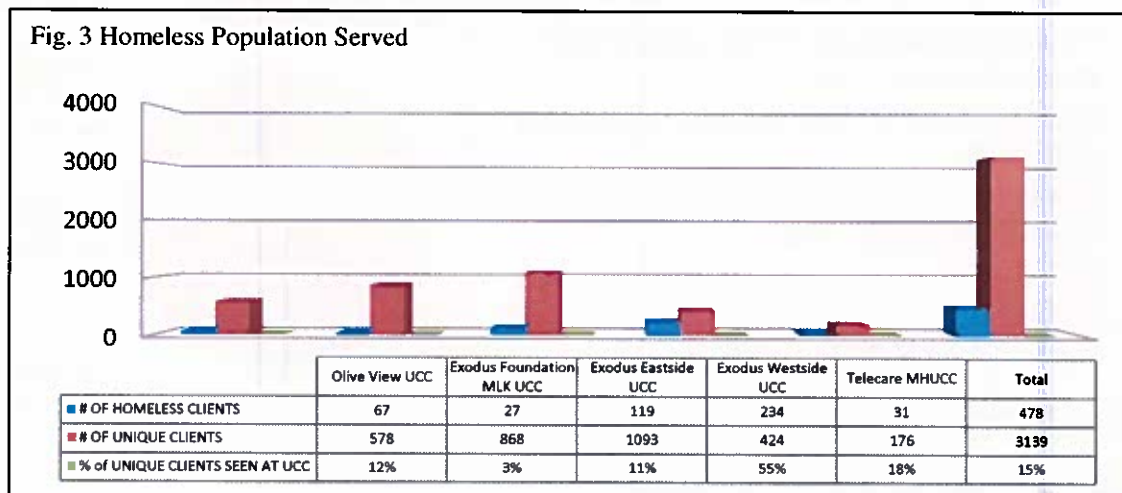
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,312
- Black/African-American: 844
- Caucasian/White: 640
- Asian/Pacific Islander: 100
- Native American: 12
- Multi-Racial: 29
- Other: 89
- Unknown/Not Reported: 113



## Homeless Status

478 (15%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



## Legal Status

- 870 of the individuals served were conserved on 5150s.

## Funding Status

Of the total unique individuals served:

- 2,441 individuals presented with medical insurance coverage.
  - ♦ 2,244 had Medi-Cal only
  - ♦ 4 had Medi-Cal, Medicare, and Private insurance
  - ♦ 11 had Medi-Cal and Private insurance
  - ♦ 114 were Medi-Cal/Medicare
  - ♦ 20 had Medicare only
  - ♦ 2 had Medicare and Private insurance
  - ♦ 46 had Private insurance only
- 698 individuals were indigent.

## OUTCOMES

In April the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 438 (14%).

- DMH Olive View UCC: 272
- Exodus Eastside UCC: 61
- Exodus Foundation MLK UCC: 69
- Exodus Westside: 25
- Telecare MHUCC: 11

In April the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 253 (8%).

- DMH Olive View UCC: 47
- Exodus Eastside UCC: 59
- Exodus Foundation MLK UCC: 73
- Exodus Westside: 68
- Telecare MHUCC: 6

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\*\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or need additional information, please feel free to contact me, or your staff may contact Mary Marx, Program Manager III, at (213) 738-4651 or mmarx@dmh.lacounty.gov.

RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

June 15, 2016

TO: Each Supervisor  
FROM: *Robin Kay Ph.D.*  
Robin Kay, Ph.D.  
Acting Director  
SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, DMH provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of May 2016. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 3,221 unique individuals were served by UCCs in the month of May. Some individuals received more than one visit; total visits to UCCs for that month was 3,960. Information for each UCC is as follows:

<b>May 2016 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	574	1,092
Exodus Eastside UCC	1,163	1,249
Exodus MLK UCC	870	958
Exodus Westside UCC	447	486
Telecare MHUCC	167	175
<b>Total</b>	<b>3,221</b>	<b>3,960</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During May 2016, average time spent in UCCs for the four providing crisis stabilization was:

- Exodus Eastside UCC: 8.35 hours
- Exodus Foundation MLK UCC: 9.12 hours
- Exodus Westside UCC: 11.90 hours
- Olive View UCC: 11.50 hours\*

\*due to data entry lag, data reflects prior month's (April) length of stay

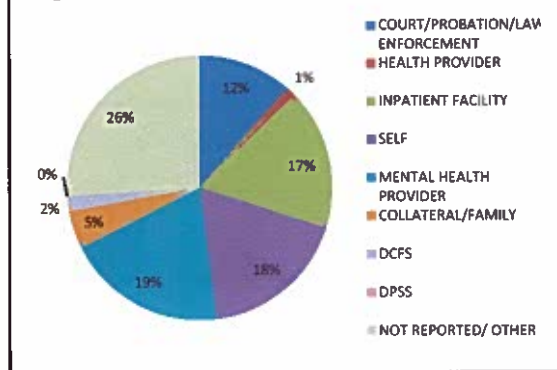
### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During May, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 459
- Health Provider: 44
- Inpatient Facility: 687 (hospital transfers)
- Self: 711
- Mental Health Provider: 774
- Collateral/Family: 181
- DCFS: 70
- DPSS: 3
- Not Reported/Other: 1031

Fig. 1 Referral Source



## **POPULATION SERVED**

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

- 1,818 were male.
- 1,403 were female.

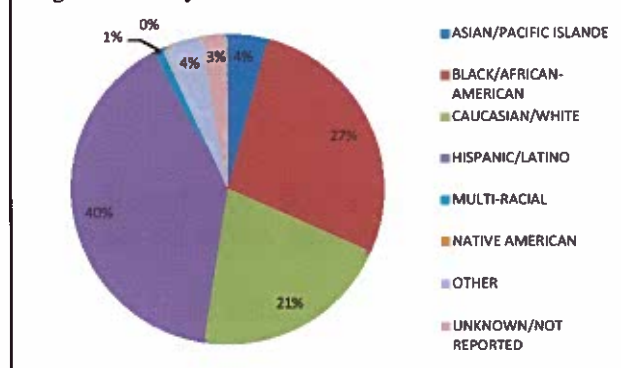
The age breakdown of the unique individuals served was as follows:

- 2,237 of the individuals served were between the ages of 26 and 59.
- 589 individuals served were between the ages of 18 and 25.
- 204 individuals served were between the ages of 13 and 17.
- 130 individuals served were aged 60 and over.
- 61 individuals served were identified in an "Other" age category.

The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

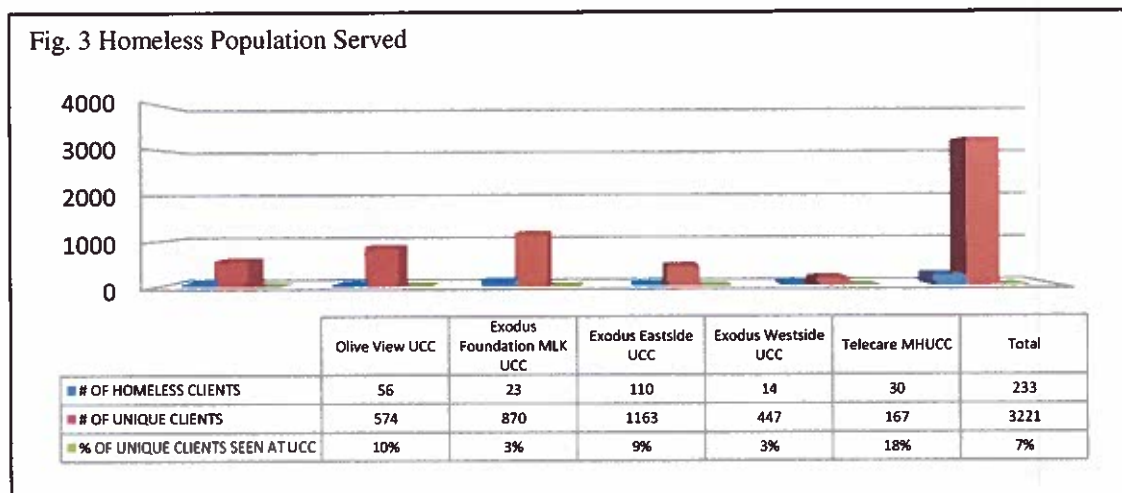
- Hispanic: 1,279
- Black/African-American: 886
- Caucasian/White: 670
- Asian/Pacific Islander: 135
- Native American: 13
- Multi-Racial: 30
- Other: 122
- Unknown/Not Reported: 86

Fig. 2 Ethnicity



## Homeless Status

233 (7%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



## Legal Status

- 1,204 of the individuals served were conserved on 5150s.

## Funding Status

Of the total unique individuals served:

- 2,536 individuals presented with medical insurance coverage.
  - ♦ 2,319 had Medi-Cal only
  - ♦ 3 had Medi-Cal, Medicare, and Private insurance
  - ♦ 13 had Medi-Cal and Private insurance
  - ♦ 128 were Medi-Cal/Medicare
  - ♦ 29 had Medicare only
  - ♦ 1 had Medicare and Private insurance
  - ♦ 43 had Private insurance only
- 685 individuals were indigent.

## OUTCOMES

In May the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 273 (7%).

- DMH Olive View UCC: 58
- Exodus Eastside UCC: 57
- Exodus Foundation MLK UCC: 96
- Exodus Westside: 56
- Telecare MHUCC: 6

In May the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 507 (13%).

- DMH Olive View UCC: 286
- Exodus Eastside UCC: 86
- Exodus Foundation MLK UCC: 88
- Exodus Westside: 39
- Telecare MHUCC: 8

### **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\*\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or need additional information, please feel free to contact me, or your staff may contact Mary Marx, Program Manager III, at (213) 738-4651 or mmarx@dmh.lacounty.gov.

RK:mm

c: Executive Office, Board of Supervisors  
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ROBIN KAY, Ph.D.  
Acting Director  
DENNIS MURATA  
Acting Chief Deputy Director  
RODERICK SHANER, M.D.  
Medical Director

July 29, 2016

TO: Each Supervisor  
FROM: *Robin Kay, Ph.D.*  
Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, Department of Mental Health provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare UCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the month of June 2016. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 3,041 unique individuals were served by UCCs in the month of June. Some individuals received more than one visit; total visits to UCCs for that month was 3,963. Information for each UCC is as follows:

<b>June 2016 Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	301	1,029
Exodus Eastside UCC	1,240	1,324
Exodus MLK UCC	880	945
Exodus Westside UCC	417	450
Telecare MHUCC	203	215
<b>Total</b>	<b>3,041</b>	<b>3,963</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During June 2016, average time spent in UCCs for the four providing crisis stabilization was:

- Exodus Eastside UCC: 9.21 hours
- Exodus Foundation MLK UCC: 10.30 hours
- Exodus Westside UCC: 12.15 hours
- Olive View UCC: 10.53 hours\*

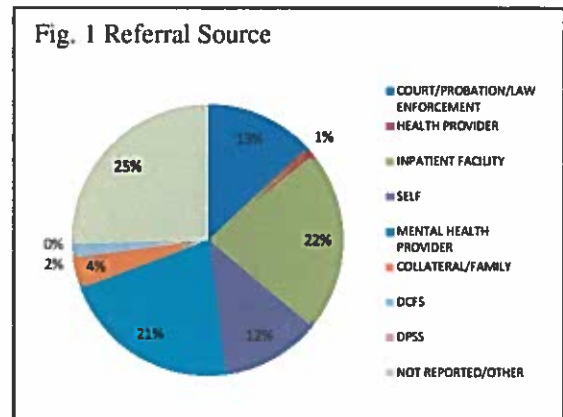
\*due to data entry lag, data reflects prior month's (May) length of stay

### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. During June, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric Emergency Services. As a

result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 518
- Health Provider: 44
- Inpatient Facility: 867 (hospital transfers)
- Self: 468
- Mental Health Provider: 845
- Collateral/Family: 148
- DCFS: 64
- DPSS: 3
- Not Reported/Other: 1006



## **POPULATION SERVED**

### **Age, Gender, Racial/Ethnic Composition**

Of the total unique individuals served, the gender breakdown was as follows:

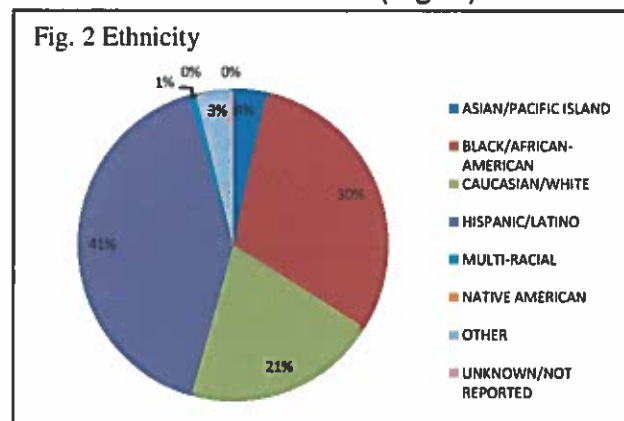
- 1,740 were male.
- 1,300 were female
- 1 was transgender.

The age breakdown of the unique individuals served was as follows:

- 2,128 of the individuals served were between the ages of 26 and 59.
- 595 individuals served were between the ages of 18 and 25.
- 144 individuals served were between the ages of 13 and 17.
- 135 individuals served were aged 60 and over.
- 39 individuals served were identified in an "Other" age category.

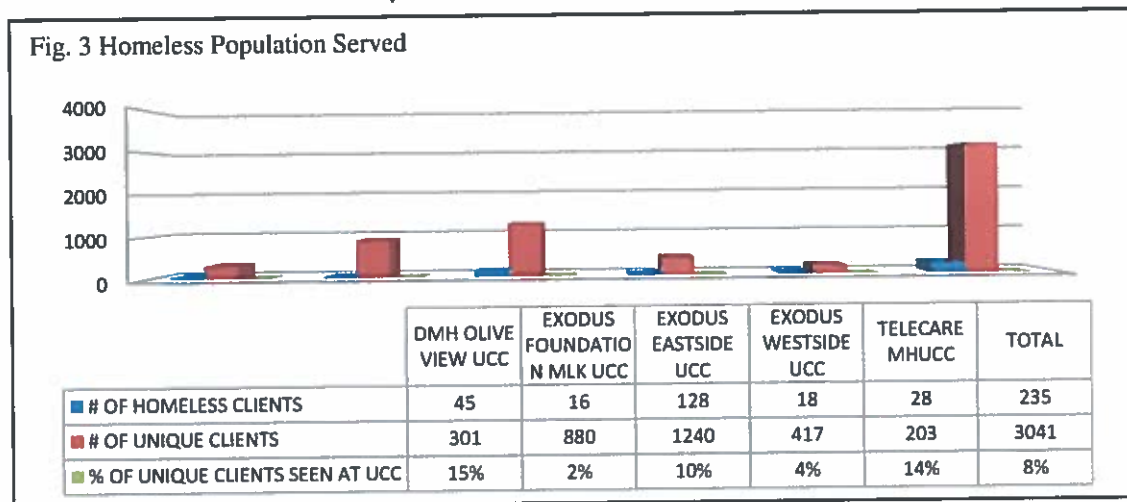
The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

- Hispanic: 1,246
- Black/African-American: 925
- Caucasian/White: 623
- Asian/Pacific Islander: 105
- Native American: 9
- Multi-Racial: 24
- Other: 99
- Unknown/Not Reported: 10



### Homeless Status

235 (8%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



### Legal Status

- 1,229 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 2,278 individuals presented with medical insurance coverage.
  - ♦ 2,084 had Medi-Cal only
  - ♦ 1 had Medi-Cal, Medicare, and Private insurance
  - ♦ 11 had Medi-Cal and Private insurance
  - ♦ 114 were Medi-Cal/Medicare
  - ♦ 29 had Medicare only
  - ♦ 0 had Medicare and Private insurance
  - ♦ 39 had Private insurance only
- 763 individuals were indigent.

### OUTCOMES

In June the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 233 (6%).

- DMH Olive View UCC: 59
- Exodus Eastside UCC: 54
- Exodus Foundation MLK UCC: 70
- Exodus Westside: 46
- Telecare MHUCC: 4

In June the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 437 (11%).

- DMH Olive View UCC: 243
- Exodus Eastside UCC: 84
- Exodus Foundation MLK UCC: 65
- Exodus Westside: 33
- Telecare MHUCC: 12

## **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$9,805,969.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,853,779.00
<b>Total Annual Budget</b>	<b>\$29,344,326.00</b>

\*\* Included in FY 2015-16 Adopted Budget-Alternative Crisis Services

If you have questions or need additional information, please feel free to contact me, or your staff may contact Mary Marx, Program Manager III, at (213) 738-4651 or mmarx@dmh.lacounty.gov.

RK:mm

c: Executive Office, Board of Supervisors  
Chief Executive Office  
Department of Health Services



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ROBIN KAY, Ph.D.  
Acting Director

DENNIS MURATA  
Acting Chief Deputy Director

RODERICK SHANER, M.D.  
Medical Director

October 25, 2016

TO: Each Supervisor  
*Robin Kay, Ph.D.*  
FROM: Robin Kay, Ph.D.  
Acting Director

SUBJECT: **REPORT BACK ON COLLECTION OF STANDARDIZED URGENT CARE CENTER DATA (ITEM NO. 34, AGENDA OF APRIL 28, 2015)**

## **INTRODUCTION**

On April 28, 2015, your Board approved a motion by Supervisor Mark Ridley-Thomas regarding mental health Urgent Care Centers (UCCs). Beginning July 15, 2015, Department of Mental Health provided the first response to the motion, collecting standardized data across County psychiatric urgent care centers, detailing the information provided in monthly reports. This memorandum will provide you with information regarding the following five current mental health UCCs:

- Exodus Eastside UCC
- Exodus Foundation MLK UCC
- Exodus Westside UCC
- DMH-DHS Olive View UCC
- Telecare MHUCC

## **OVERVIEW**

Mental health UCCs provide intensive crisis services to individuals who otherwise would be taken to psychiatric emergency rooms. Individuals served include repetitive and high utilizers of emergency and inpatient services, individuals with co-occurring substance abuse and mental health issues, mentally ill individuals needing medication management, and individuals whose presenting mental health issues can be met with short-term (under 23 hours) immediate care and linkage to community-based treatment. The UCCs focus on quickly providing stabilization services and linking clients to ongoing community services and supports. The goal of mental health UCCs is to reduce the incidence of unnecessary and lengthy involuntary inpatient treatment while promoting care in voluntary, recovery-oriented treatment settings.

Mental Health UCCs currently differ in several ways.

- Four of the UCCs (DMH-DHS Olive View UCC, Exodus Eastside UCC, Exodus Foundation MLK UCC, and Exodus Westside UCC) are fully implemented and are providing Lanterman-Petris-Short (LPS) designated services 24 hours per day, 7 days per week.
- The Telecare MHUCC provides a limited set of services, largely focused on streamlined access to medication support.

This report provides information regarding services delivered in UCCs during the first quarter (July-September) of the 2016-17 Fiscal Year. Information may change slightly over the coming months due to program delay in data entry.

### **SERVICES DELIVERED**

Overall, 9,525 unique individuals were served by the UCCs during first quarter of FY 2016-17. Some individuals received more than one visit; total visits to UCCs for that quarter was 11,235. Information for each UCC is as follows:

<b>FY2016-17 July-September Unique Clients Served and Visits to UCCs</b>		
<b>Urgent Care Center</b>	<b>Unique Clients</b>	<b>Total Visits</b>
DMH Olive View UCC	1,559	2,759
Exodus Eastside UCC	3,622	3,847
Exodus Foundation MLK UCC	2,603	2,791
Exodus Westside UCC	1,205	1,279
Telecare MHUCC	536	559
<b>Total</b>	<b>9,525</b>	<b>11,235</b>

Average length of stay in LPS-designated UCCs reflects the time spent in a crisis stabilization service which includes psychiatric evaluation, medication monitoring, case management, and crisis intervention. During this quarter, average time spent in UCCs for the four providing crisis stabilization was:

- Exodus Eastside UCC: 9.29 hours
- Exodus Foundation MLK UCC: 9.21 hours
- Exodus Westside UCC: 11.93 hours
- Olive View UCC: 9.21 hours

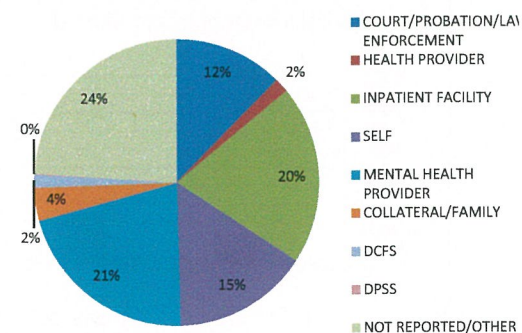
### **Referrals Into UCCs**

While many individuals choose to walk into UCCs, a significant number of referrals are currently made by hospitals, health providers, and law enforcement. From July through September 2016, the Exodus UCCs continued the pilot project in which law enforcement was encouraged to bring clients directly to UCCs in lieu of DHS Psychiatric

Emergency Services. As a result of this pilot, and anticipated implementation of the jail diversion program, the referrals from law enforcement are expected to increase. The individuals served were referred as follows (Fig. 1):

- Court/Probation/Law Enforcement: 1,400
- Health Provider: 177
- Inpatient Facility: 2,270 (hospital transfers)
- Self: 1,731
- Mental Health Provider: 2,373
- Collateral/Family: 419
- DCFS: 168
- DPSS: 9
- Not Reported/Other: 2,688

Fig. 1 Referral Source



## POPULATION SERVED

### Age, Gender, Racial/Ethnic Composition

Of the total unique individuals served, the gender breakdown was as follows:

- 5,231 were male
- 4,293 were female
- 1 was transgender

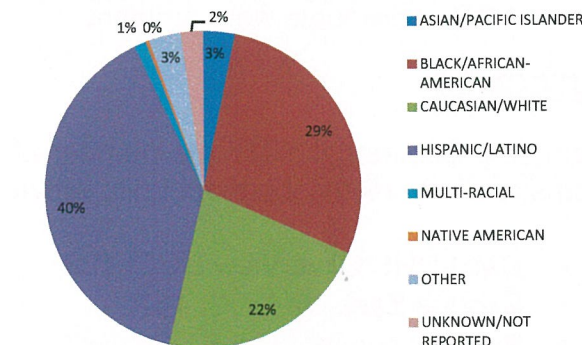
The age breakdown of the unique individuals served was as follows:

- 6,697 of the individuals served were between the ages of 26 and 59
- 1,897 individuals served were between the ages of 18 and 25
- 440 individuals served were between the ages of 13 and 17
- 395 individuals served were aged 60 and over
- 96 individuals served were identified in an "Other" age category

The racial/ethnic breakdown of the individuals served was as follows (Fig. 2):

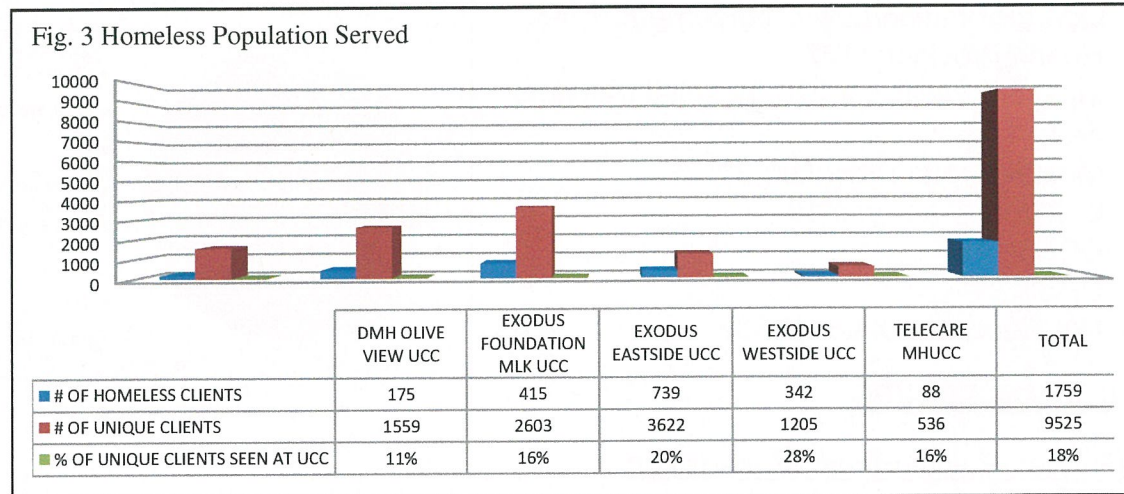
- Hispanic: 3,749
- Black/African-American: 2,699
- Caucasian/White: 2,089
- Asian/Pacific Islander: 317
- Native American: 32
- Multi-Racial: 117
- Other: 310
- Unknown/Not Reported: 212

Fig. 2 Ethnicity



### Homeless Status

1,759 (18%) of the individuals of the total population served were homeless. The number of homeless individuals served is provided for each UCC as follows (Fig. 3):



### Legal Status

- 3,149 of the individuals served were conserved on 5150s.

### Funding Status

Of the total unique individuals served:

- 7,140 individuals presented with medical insurance coverage.
  - ♦ 6,546 had Medi-Cal only
  - ♦ 12 had Medi-Cal, Medicare, and Private insurance
  - ♦ 28 had Medi-Cal and Private insurance
  - ♦ 359 were Medi-Cal/Medicare
  - ♦ 70 had Medicare only
  - ♦ 0 had Medicare and Private insurance
  - ♦ 125 had Private insurance only
- 2,385 individuals were indigent.

### OUTCOMES

From July-September 2016 the number of countywide admissions to acute emergency rooms and psychiatric inpatient units within 30 days of a UCC visit was 635 (6%).

- DMH-DHS Olive View UCC: 133
- Exodus Eastside UCC: 167
- Exodus Foundation MLK UCC: 187
- Exodus Westside: 140
- Telecare MHUCC: 8

From July-September 2016 the number of countywide re-admissions to UCCs within 30 days of a previous UCC visit was 1,360 (12%).

- DMH-DHS Olive View UCC: 850
- Exodus Eastside UCC: 225
- Exodus Foundation MLK UCC: 188
- Exodus Westside: 74
- Telecare MHUCC: 23

## **BUDGET**

The total gross annual budget for current UCCs is reflected in the chart below.

<b>PROVIDER</b>	<b>ANNUAL BUDGET**</b>
DMH Olive View UCC	\$10,340,592.00
Exodus Eastside UCC	\$6,388,322.00
Exodus Foundation MLK UCC	\$6,590,449.00
Exodus Westside UCC	\$4,705,807.00
Telecare MHUCC	\$1,857,868.00
<b>Total Annual Budget</b>	<b>\$29,883,038.00</b>

\*\* Included in FY 2016-17 Adopted Budget-Alternative Crisis Services

If you have questions or need additional information, please feel free to contact me, or your staff may contact Mary Marx, Program Manager III, at (213) 738-4651 or mmarx@dmh.lacounty.gov.

RK:mm

c:     Executive Office, Board of Supervisors  
       Chief Executive Office  
       Department of Health Services

